

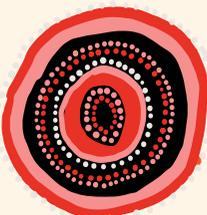


Welcome to Youth Focus

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WANJU! WANJU!

Youth Focus acknowledges the Traditional Custodians of Country throughout Western Australia and their connections to land, sea and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people.

We are committed to ensuring every individual that interacts with us feels safe and is welcomed with equity, dignity, and respect. In doing so, we understand that we must first include, listen, and reflect in order to build trust, connect, and partner. We celebrate individuality and are guided by the stories and journeys of the communities in which we live and work.





WHO ARE WE?

Youth Focus is a leading mental health provider that has been supporting the wellbeing of young people in the Western Australian community since 1994.

Our mission is to equip young people who experience mental health challenges to lead meaningful lives. We do this by offering a range of high quality, safe and accessible mental health services at no cost, to thousands of young people and their families each year.

In addition to counselling, we offer group-based therapy, mentoring and vocational support. We also engage with communities to educate and build awareness about youth mental health issues and suicide prevention through outreach programs in schools, workplaces and communities.

WHERE ARE WE?

We provide services from metropolitan and regional offices (Burswood, Bunbury and Mandurah) and are the lead agency for four headspace centres (Albany, Geraldton, Midland and Northam). We also deliver counselling in high schools in the Perth Metro, Peel and South West regions.

You can find more information about Youth Focus, our locations and opening times at www.youthfocus.com.au



HOW WE CAN HELP



We know that talking about your mental health can feel awkward or difficult at first. We'll be guided by what you tell us you need - after all you're the expert on your life.

Because different things work for different people, we offer a range of services which can be either face to face or online.

If we are not the best service to support you, we can connect you to other supports. We can also work together with the support people and services you already have.

COUNSELLING

We offer individual appointments with a Youth Counsellor. Counselling is a space to talk about challenging experiences that you are facing in your life and providing support to help you get through tough times.

GROUPS

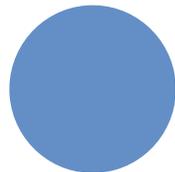
We run various groups throughout the year which can be helpful to learn new skills and connect with other young people who have similar experiences to you. Some groups are designed to be an addition to individual therapy and others can be attended by anybody. Please talk with the Intake Team or your Youth Counsellor to see what is available.

WORK & STUDY GOALS

At Youth Focus we have Vocational Specialists in the Work Focus Program that can assist you to:

- ★ Search for a meaningful job
- ★ Write a resume
- ★ Apply for a job
- ★ Get you interview ready
- ★ Search for the right training or education course
- ★ Keep a job by providing ongoing support
- ★ Coordinate with your other supports to work towards your goals

Please check with us to see what is available in your area.





MENTORING

Mentors are people whose role is to build a supportive relationship with you and work with you towards your goals. They can also assist you to develop your skills in a range of areas such as self-esteem, trust, communication, and relationships.

Once we help match you to a suitable mentor the two of you will make a plan to meet regularly in the community, often doing an activity that you both enjoy. The Mentoring Program Officer will check-in to see how things are going and make sure the program is working for you.

Please check with us to see what is available in your area.

HOW CAN I GET INVOLVED?

YOUTH REFERENCE GROUP

Our Youth Reference Group (YRG) is a passionate group of young people aged 16 to 25. The group meets monthly to ensure our services are youth-friendly and relevant to young people and their families. If you would like any further information, please go to our website www.youthfocus.com.au

EVENTS & FUNDRAISING

If you would like to get involved or find out more information on our community events and fundraising activities, please visit our social media platforms on Instagram, Facebook, Twitter, You Tube, or website www.youthfocus.com.au



HOW DO I GET STARTED?

There are a few different ways that people can find out more about Youth Focus services and how to get support.

- ★ Call our reception staff on **(08) 6266 4333**
- ★ Visit our Burswood office in-person (Metro area only)
- ★ Complete the referral form on our website at www.youthfocus.com.au
- ★ Be referred by a school staff member (like your school psychologist)
- ★ Be referred by a family member or carer
- ★ Be referred by a doctor/GP

WHAT HAPPENS NEXT?

Once you (or somebody on your behalf) gets in touch, the Intake Team will call you to have a chat about what support you would like from Youth Focus. They will need to talk to you directly to make sure that you understand the process and want to be involved. They will also ask some initial questions to check that we are the most suitable service for you and to better understand what's going on. This information will then be passed on to your Youth Counsellor before your first appointment.

DURING YOUR INITIAL APPOINTMENT

When you arrive:

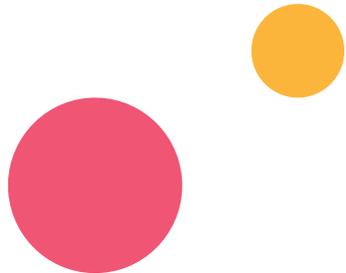
You will be asked to complete some forms, including a consent form and a brief screening questionnaire.

In the appointment:

You and a Youth Counsellor will chat about what's been going on for you, focusing on the most important issue for you now and developing some new strategies to try. From there you can work together to make a plan for 'where to from here'.

You and your Counsellor can book a time for you to come back for another 'one at a time' appointment or if you feel that you've got enough from the session for now just let us know!

You are always welcome to reach out and come back at any time in the future.





WHO ELSE MIGHT BE INVOLVED?

There are a few reasons why a Youth Counsellor might offer and/or encourage other people to be involved to support you, such as:

- ★ You would like somebody to be at the appointment with you. This can be anybody you chose, a partner, friend or family member.
- ★ They are important support people in your life, and it would be useful for them to understand what you do (and don't) find helpful.
- ★ You have identified that there are parts of that relationship that you would like to be different, or that are impacting on your wellbeing.
- ★ Mental health improvements for young people tend to be better when people (like family and friends) are involved.
- ★ They can be a part of helping you stay safe and supporting you to use the skills you learn during your appointments.
- ★ They are other health professionals that are involved in supporting you (such as a doctor or School Psychologist) and communication can make sure that we are all working together effectively.

CAN I HAVE AN ADVOCATE?

An advocate is someone of your choice to attend with you or speak with Youth Focus on your behalf.

An advocate can be a family member, friend, or an agency that you have chosen.

If you wish to have an advocate, please let our staff know the name of the person you want to nominate and the ways in which they can advocate for you.

You may change your advocate at any time or choose to no longer have one.

CAN I CHANGE COUNSELLOR?

Yes. It is important to us that you find the right 'fit' for you. If you don't feel like you are making a connection with the Youth Counsellor you are seeing, please talk to the reception staff or Intake Team and we will make every effort to find a better fit.

If you have strong preference about who you see, such as a female Youth Counsellor, please let us know. We will do our best to find a good match; however, some locations have limited Counsellors.





INCLUSION & ACCESS

At Youth Focus we work hard to be a safe space for EVERYBODY. This means we embrace diversity and will not tolerate discrimination.

We welcome all people irrespective of cultural identity, lifestyle choice, faith, sexuality, gender, and disability, and hope that the way we work and act allows you to bring your whole self to your appointments.

Please let us know, if you (or your support people) have any particular needs, so that we can help you get the most out of our services.

READING OR TALKING IN ENGLISH IS DIFFICULT FOR ME

Our services are provided in English but we can arrange interpreters for languages other than English (including Auslan) to assist with your appointment with Youth Focus. These services are also available to the people who support you.

YOUR RIGHTS

If you need assistance in advocating for your rights with a service, or in making a complaint, additional independent information and assistance is available through the Health Consumer's Council of WA www.hconc.org.au





YOUR RIGHTS & RESPONSIBILITIES

YOU HAVE A RIGHT TO:

- ★ Privacy and confidentiality
- ★ Receive a high standard of care and services
- ★ Be informed about the service
- ★ Have someone of your choice with you, or to speak with Youth Focus on your behalf
- ★ Be respected, listened to and treated without discrimination
- ★ Ask to see a different staff member
- ★ Access information kept about you under the Privacy Act [1988]
- ★ Leave the service at any time
- ★ Give us feedback about the service or submit a complaint

YOU HAVE A RESPONSIBILITY TO:

- ★ Treat staff and property with respect
- ★ Not come to Youth Focus under the influence of alcohol or other drugs
- ★ Let us know if you are running late or can't make it
- ★ Let us know if things are not working for you at Youth Focus



CONFIDENTIALITY & PRIVACY

When you talk to any staff at Youth Focus what you say is kept confidential.

This means nothing you say can be passed onto anyone else without your permission unless we are seriously worried about your safety or the safety of someone else. This is because we have a responsibility to keep you safe.

Where possible, we will be open with you and let you know if our concerns reach a point where we need to involve other people or services.

There are some circumstances when directed by the courts (such as a legal case) or by the Police (for information relating to a serious criminal or illegal activity) where we have to release information. We will let you know when information about you has been requested and talk you through the process.

Confidentiality can be really confusing but also really important. If you have any questions about how your information is managed, please talk to your Youth Counsellor or request to speak to the Service Manager.

CONSENT TO SERVICE

Youth Focus is a voluntary service, and we can only provide services if you give consent. We will usually work with you to involve the important people in your life (like friends and family) in ways that you are comfortable with and are likely to be beneficial to your wellbeing. In some circumstances, depending on your age, we may need the permission of a parent or carer. If you have any questions or concerns, you can discuss this with us when we meet.

SHARING INFORMATION

To provide you with the best possible support, we may ask your permission to collect and share information about you with other services such as your doctor. If you would like further information, please speak to a Youth Focus staff member.

COLLECTION & STORAGE OF INFORMATION

We will collect personal information that helps us provide services to you. However, it is OK if you do not want to answer some of these questions. We are required to keep a record of each of your interactions with our service. This information will be stored securely within an electronic medical record and is protected by law.



ACCESSING & UPDATING YOUR INFORMATION

You are entitled to access your information stored within your electronic medical record. You are also entitled to change incorrect or out of date information. If you would like to access your information, you can speak to any of the Youth Focus staff and they can help you with the process.





IF YOU NEED URGENT HELP

YOUTH FOCUS IS NOT ALWAYS OPEN AND IS NOT A CRISIS OR EMERGENCY SERVICE.

If you are hurt, worried about your safety, or need urgent support, the list below provides a range of options for getting immediate help. If it is a life-threatening emergency, please call 000 for emergency services or go to your nearest hospital emergency department.

SERVICES	PHONE	WEBSITE
Child & Adolescent Mental Health Service [CAMHS] Crisis Connect [under 18 yrs]	1800 048 636	cahs.health.wa.gov.au/Our-services/Mental-Health/CAMHS-Crisis-Connect
Mental Health Emergency Response Line [24 hrs]	1300 555 788 Metro 1800 676 822 Peel 1800 552 002 Rural/Remote	mhc.wa.gov.au/getting-help/helplines/mental-health-response-line
Kids Helpline [24 hrs]	1800 551 800 5-25 yrs 1800 654 432 Parents	kidshelp.com.au
Suicide Call Back Service [24 hrs]	1300 659 467	suicidecallbackservice.org.au
Lifeline WA [24 hrs]	13 11 14 0477 131 114 Crisis Text	lifeline.org.au
13YARN [24 hrs]	13 92 76	13yarn.org.au
eheadspace	1800 650 890	headspace.org.au
Youth Beyond Blue	1300 224 636	beyondblue.com.au
Here For You	1800 437 348	mhc.wa.gov.au/about-us/our-services/here-for-you

HOW DID WE DO?

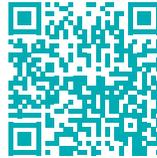


At Youth Focus we want to do everything we can to make sure that you feel safe and supported and what we do works for you.

That is why feedback is important, especially about the things we are not doing well or could do better.

Feedback can be provided by speaking to a staff member or be provided anonymously by completing a paper feedback form, or scanning the QR code and going to our website: www.youthfocus.com.au/contact-feedback

If you have any questions, please contact the Service Excellence team on (08) 6266 4333 or at feedback@youthfocus.com.au



YOUTH FOCUS LOCATIONS

BURSWOOD

54 Goodwood Parade Burswood WA 6100

Opening Hours

Monday: 9:00am – 5:00pm

Tuesday: 9:00am – 7:30pm

Wednesday: 9:00am – 7:30pm

Thursday: 9:00am – 5:00pm

Friday: 9:00am – 5:00pm

- ★ Ample street parking is available outside the entrance and on the side of the building
- ★ There are no designated ACROD bays
- ★ Burswood train station is an eight minute walk away
- ★ You can enter the building through a door on Riversdale Rd with four stairs (marked by tactile ground surface indicators) or a paved ramp (no indicators present)
- ★ A staff member at reception will let you through the front door when you arrive

MANDURAH

Peel Health Hub 91 Allnutt Street Mandurah WA 6210

Opening Hours

Monday to Friday: 8:30am – 5:00pm

- ★ Onsite parking available with ACROD bays and access to the building is on the ground level with lifts. There is a reception area where you can ask to be directed
- ★ Bus stop available three minute walk away on Allnutt St before Dower St (Stop No: 24262)

Busses that stop here or at Mandurah train station include bus routes: No: 558, 588, 589, 591, 592, 594, and 600



BUNBURY

34 Wittenoom Street Bunbury WA 6230

Opening Hours

Monday to Friday: 8:30am – 5:00pm

- ★ Street parking is available outside the entrance and across the road
- ★ Bus stop available 4 minute walk away on Symmons St before Wittenoom St (Stop No: 72531)
- ★ Busses that stop here include bus routes: No: 830
- ★ Our small office in Bunbury has on-street and City of Bunbury parking areas close by, and a small number of steps to navigate at the entrance.
- ★ ACROD bays are available on nearby Eliot and Victoria Street. If you have specific requirements to access public buildings, please let us know so we can help.



youthfocus.com.au

   @youthfocuswa #youthfocuswa
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